South Dakota Department of Human Services

DHS Strategic Plan

DHS provides

supports while

quality services and

encouraging innovation.

Guiding Principles

- Expand and support informed decision making.
- Sustain and augment person-centered practices.
- Respect rights and honor due process.
- Enhance services based on input from people served.

Self-advocates plan individualized services

and supports to meet their goals.

DHS raises awareness of the

resources available to

support people with

disabilities through

education and

advocacy.

Guiding Principles

- Implement the "No Wrong Door" customer-service initiative throughout the department.
 - Value employment in the community.
 - **Encourage innovation to address** the emerging needs of the disability service delivery system.
 - Promote quality assurance, transparency and responsible stewardship of funds.

Goal 1

Goal 3

Mission Statement

DHS will enhance the quality of life of people with disabilities, in partnership with its stakeholders.

Goal 4

Goal 2

Guiding Principles

- Advocate the benefits of hiring people with disabilities.
- Increase public awareness of the resources available to support people with disabilities.
- Communicate the identity of the department.
- Provide education and consultation to stakeholders.

Guiding Principles

- Create a workforce climate of innovation, opportunity and success.
- Provide opportunities for professional development.
- Recognize success in the workplace.

DHS maintains a knowledgeable and prepared workforce with a high level of engagement to support the department's mission.

Self-advocates plan individualized services and supports to meet their goals (Goal 1):

- 1. Increase the number of staff and providers participating in Person Centered Thinking (PCT) training as well as the use of PCT tools.
- 2. Enhance partnerships with all stakeholders in sustaining systemic PCT training opportunities.
- 3. Implement person-centered career planning.
- 4. Assess and increase self-direction opportunities, events and training through input from boards, councils and advisory groups.
- 5. Provide a choice of qualified providers and Medicaid waiver services.

DHS provides quality services and supports while encouraging innovation (Goal 2):

- Reassess Medicaid waiver reimbursement methodologies with stakeholder input to increase service choices for selfadvocates.
- 2. Create opportunities for people with disabilities to gain work experience in the community.
- 3. Develop employment models within state government.
- 4. Communicate the performance of the department to the public and stakeholders by publishing important performance indicators.
- 5. Incorporate technologies when feasible to enhance services.
- 6. Research and develop crisis-intervention strategies.

Strategies

DHS raises awareness of the resources available to support people with disabilities through education and advocacy (Goal 3):

- 1. Create an outreach campaign to advocate the benefits of hiring people with disabilities.
- 2. Recognize employer champions and employment of people with disabilities.
- 3. Create a website service to provide employers with resources and track its usage.
- 4. Develop opportunities to share success stories.

DHS maintains a knowledgeable and prepared workforce with a high level of engagement to support the department's mission (Goal 4):

- 1. Create a positive, encouraging work environment by becoming a person-centered organization.
- 2. Develop and sustain a mentoring program.
- 3. Offer opportunities for professional development.
- 4. Develop dashboard indicators to share accomplishments with staff.
- 5. Connect staff with broader professional and community networks.